

## NEW HORIZONS COMPUTER LEARNING CENTERS

### CASE STUDY

#### INDUSTRY:

Technology Training

#### WEBSENSE INTEGRATION:

Websense Email Security

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organization... It blocks at least  
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Kent North  
President

New Horizons Computer  
Learning Centers of Boston



## New Horizons Computer Learning Center Relies on Websense Products to Manage Internal and External Internet Threats

### Overview

Since 1982, New Horizons Computer Learning Centers have provided flexible, customizable, and cost-effective IT training to individuals and businesses worldwide. For small, medium and large organizations, New Horizons offers customized IT training that allows corporate training managers the ability to easily administer their learning programs and track the progress of all participating employees. New Horizons also provides comprehensive training for individuals looking to expand their IT skills in their current professions or working toward new careers.

### The problem

The New Horizons independently owned and operated learning centers offer educational services to hundreds of individuals and organizations. As such, maintaining internal operational efficiency is key to the center's ability to successfully support new and returning students. Email threats such as spam bogged down the network while internal misuse of the Internet took its toll on corporate resources. New Horizons is known for their expertise in technology and IT, as such, they require a threat prevention solution that provides real-time visibility into network activity as well as accurate and customizable reporting to efficiently manage Internet threats and usage.

### The solution

Internal abuse of the Internet, coupled with spam, quickly overwhelmed the New Horizons network, degrading efficiency and impacting bandwidth. Prior to having a solution in place, employees were exposed to inappropriate and offensive spam, putting the company at risk. Unrestrained use of the Internet greatly affected employee productivity and put a strain on company resources.

"To me, it's not just productivity that's lost—it's also about having to reinvest in unnecessary hardware," says Kent North, president of New Horizons Computer Learning Centers of Boston. "You get a lot of emails that come through that people love to save, which translates into storage space. You've got Exchange servers to manage, and can lose bandwidth on your T1s or your high-speed lines."

Websense Email Security continuously monitors and controls the New Horizons email system and network infrastructure to allow precise control over content entering or leaving the network. "It is more than employee productivity that we've saved. It's company resources, things that can add up to thousands of dollars in loss if not monitored and controlled," North explains.

Websense Web Security enables active monitoring of network and Internet activity, finding and preventing inappropriate employee Web use and offering real-time protection from inbound and outbound malicious content.

According to North, "It's not an austere environment here, but people come here to work. We know that some want to let off steam by clicking here and clicking there, but finding that an individual had 9,000 clicks on non-work related sites in a one-week period? That's just way out of the acceptable range."

## The results

### Proactive Threat Prevention

At one time, North let their Websense product subscription lapse, thinking the issues were under control. Within 24 hours, employees were complaining to HR about all sheer volume of offensive emails that were coming in to their inboxes. "Spam was out of control," says North. "The staff were up in arms because of the amount of spam that was coming through. Now, I would never consider not having Websense (formerly SurfControl) products in place within our organization. I tell you, it blocks at least 5,000 spam emails every day."

### Real-Time Visibility and Control

Inappropriate employee behavior exposes the network to security threats and liability risks. To protect New Horizon's business integrity, they chose Websense to monitor and detect policy violations.

"It's about accountability. When people come to work here, they understand that their activity is monitored and that has helped reduce misuse of the Internet. However, there is always that one person in every organization so visibility is key to what's going on with the network," states North. "There are sites that are just a complete violation of company policy and I don't feel a lot of explanation is needed to immediately turn off access to them."

### Enabling Employee Productivity

With so much information available on the Internet, it can become an irresistible trap. North explains, "There are always some employees who lose sight of what they're here to do—and I want to help them stay focused. If you're sitting in front of a computer, you might want to see the latest news, but really, whose computer is that? Whose bandwidth is that? In my opinion, if employees want to surf the Internet they can do it on their lunch hours. It's not a hard-nosed approach; we're just here to get a job done. Websense has helped us recognize when we have a problem, monitor the situation, and bring it to the employee's attention. When faced with a report of their Internet use, it's often self-correcting situation."

## About Websense

**Websense, Inc. (NASDAQ: WBSN) is a worldwide leader in Web and email filtering, and a premier provider of Web security and desktop security products. Websense products are preferred by leading Fortune 500 and FTSE customers, as well as government agencies and educational institutions. Websense products increase employee Internet productivity and help secure organizations from emerging Internet threats by providing a proactive Web security component that compliments traditional security solutions. Only Websense delivers flexible, integrated policy enforcement at the internet gateway, network, desktop and remotely with over 24 million seats under subscription, ranging in size from 100-person firms to many of the world's largest corporations.**

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